



# FAA Intercom

## FAA Telephone Directory Goes On-line

Employees with access to the FAA Intranet now can look up the telephone numbers of their coworkers. The on-line directory is flexible and offers several advantages over hard copy directories found at Headquarters and in the field. Employees at FAA Headquarters, regional headquarters and centers, as well as managers at field facilities and international offices, are listed in the directory.

Employees can search the directory by employee name, organization, routing  
*continued on page 4*

## Mineta Orders Crackdown on Security Flaws



*The performance of airport screeners is due to come under increased scrutiny.*

## Two Employees Die in Copter Accident

The deaths of two FAA employees in the Alaskan Region on Oct. 18 serve as a sorrowful reminder of the dangerous work many agency employees do every day, especially those working for Airway Facilities.

The accident occurred when a helicopter carrying four FAAers from Fire Island, Alaska, to Anchorage crashed in Cook Inlet during a snowstorm. The four were on the island to prevent an outage of a navigational aid there.

*continued on page 8*

Citing an unacceptable number of breakdowns in airport security, Secretary of Transportation Norman Y. Mineta pledged drastic action to crack down on screening failures. He made the pledge during a speech at the National Transportation Security Summit in Washington, D.C.

FAA agents, reinforced with special agents from the DOT's Inspector General's office, have been instructed to take "decisive action" to ensure security measures are being implemented correctly.

Mineta said that if a screening error is detected, all passengers in the affected concourse would be re-checked. If a security area is breached, FAA agents will

empty the terminal, re-screen passengers and hold flights, if necessary.

Improper screening of carry-on luggage will result in held flights and re-screening of passengers and luggage.

FAA agents also have been instructed to stop screening operations if untrained screeners are discovered. All passengers would be re-screened.

Mineta's tone during the speech was determined.

Just a few days earlier, a passenger accidentally boarded a plane in Louisiana carrying a gun. He turned the weapon over voluntarily to a flight attendant, but the story was widely reported.

### In This Issue:

Read about safety and security improvements planned for HQ, the Whistleblower program, TSP open season, travel tips, a balloonist, helping kids deal with tragedy and much more!



Pages 6-7. Holiday travel



Page 9. New AVR chief named.



Page 11. Up, up and away.



Page 12. After the deluge.



## News in Brief

### Justice Department Warns Against Discrimination

The Civil Rights Division of the U.S. Department of Justice has established a hot line to report unlawful discrimination against persons in federal agencies based on their national origin or citizenship status.

The Justice department has received a substantial number of reports of discrimination, threats and violence against persons of Arab, Middle Eastern or South Asian descent, including Sikhs and Muslims, since the Sept. 11 terrorist attacks. In the workplace, individuals might face discriminatory hiring practices or termination because of their national origin or citizenship status. This is against the law.

Justice's Civil Rights Division will investigate and prosecute charges of discrimination involving unfair hiring or firing practices against persons perceived to be of Middle Eastern descent. To report unlawful discrimination, call 1-800-255-7688; 1-800-237-2515 for the hearing-impaired; or (202) 616-5594.

### Deadline Set for Use or Lose Leave

Employees with use-or-lose annual leave must schedule and receive approval for taking annual leave before Dec. 2. The current leave year ends Jan. 12, 2002.

Scheduled and approved annual leave that is cancelled due to "exigency of the public business" may be restored. This refers to situations in which employees cannot take scheduled and approved annual leave because of an emergency that would adversely affect the public if the employee does not work and if there is no reasonable alternative to the employee working.

Normal or temporarily heavy administrative workload is not considered an exigency of the public business.

FAA leave policy requires that compensatory time normally be used prior to annual leave being approved. However,

an exception may be made when the use of compensatory time would result in the loss of accrued annual leave.

For questions, contact Sandee Lewis-Haskell at (202) 267-9604.

### New On-line Reservation Service Saves Money

The William J. Hughes Technical Center is the latest FAA facility to receive approval to use the FedTrip on-line travel reservation system. The center expects to begin using it by next April.



Located at [www.fedtrip.gov](http://www.fedtrip.gov), FedTrip is designed to lower government travel costs by charging lower reservation fees than Travel Management Centers (TMC).

FAA Headquarters currently offers FedTrip as an option to calling the TMC. Headquarters' cost to use FedTrip is \$21 compared to \$34.20 charged for reservations by the TMC.

FedTrip allows travelers and travel planners to make domestic air, hotel and car reservations easily and efficiently for business purposes only.

For more information, contact Loretta Rollins at (202) 267-7360.

### Guardsmen Deploy at Airports

The FAA's Office of Civil Aviation Security is working with the National Guard and Homeland Defense group to train National Guard members for deployment at the nation's airports. The Guards are being called up by individual states to bolster

current security operations at screening checkpoints.

As of Oct. 16, 6,155 Guard members have been deployed at 420 airports in 53 states and territories.

The Guard's mission has expanded beyond assignment to passenger screening checkpoints. At the discretion of airports, National Guard members may be used for patrolling airport perimeters and parking lots, so long as adequate security is maintained at the screening checkpoints.

### New Tower Construction Begins in Roanoke

The FAA broke ground on a new airport traffic control tower at Roanoke Airport in Virginia.

The tower will stand 187 feet high with a base building measuring more than 13,000 square feet. The \$92 million project is scheduled for completion in October 2003.

The tower handles about 110,000 operations annually for Roanoke and another 50,000 operations for the Lynchburg airport.

John Hinkle, the Roanoke Tower air traffic manager, represented the agency and delivered a letter of congratulations from Eastern Region Administrator Arlene Feldman.



*An artist's conception of the new Roanoke Tower, which the FAA broke ground on last month.*



### VOICE Seeks Employee Feedback

The VOICE group has distributed 3,200 posters to facilities throughout the agency.

The poster contains communications numbers for employees to use to express their opinion on topics of concern, or to hear weekly updates on agency news.

VOICE is a group headed by Gerald Lavey that seeks to improve communication



within the FAA, both between employees and management and between lines of business. Comments/opinions sent to VOICE remain anonymous unless otherwise specified.

For those facilities that have not yet received a poster, following are the communications numbers. VOICE requests the numbers be posted in a public area for reference by all employees.

- ◆ To cc:Mail comments/opinions about topics of concern: 9-AWA-AOA-VOICE.
- ◆ To e-mail comments/opinions: 9-AWA-AOA-VOICE@faa.gov.
- ◆ To hear weekly updates on agency news, dial 1-877-888-4325 (toll free).
- ◆ To view the VOICE Web site, access <http://interweb.faa.gov/voice>.

### Cockpit Door Changes Underway

Major U.S. carriers have nearly completed modifying cockpit doors on their aircraft to prevent hijacking.

The FAA issued a Special Federal Aviation Regulation that temporarily allows airlines to do major modification of cockpit doors without prior FAA approval, even if the work doesn't meet FAA safety standards. Secretary of Transportation Norman Y. Mineta backed the move, saying preventing new security threats takes precedence over small safety risks associated with modifying the doors.

Current cockpit doors are designed to be sturdy, but not so sturdy that pilots can't break through them should they need to escape during an emergency.

They also must be able to withstand the effects of a compartment decompression and have a lock that keeps passengers from opening them. The decompression rule will be temporarily waived while airlines implement short-term fixes.

Long-term fixes must meet FAA design standards, however. Airlines have six months to submit a plan describing how and when they will meet all FAA design standards. Besides strengthening cockpit doors, the agency is focusing on restricting access to the cockpit during flight, implementing video surveillance of the cabin and modifying transponders so they cannot be turned off while in flight.

### Airports are Going to the Dogs

The FAA's Explosives Detection Canine Team Program is expanding in the wake of the Sept. 11 terrorist attack.

The agency plans to place teams of dogs that can sniff out explosives in 25 more airports in 2002 and hopes to place teams at another 16 airports in 2003. The FAA currently has 188 teams positioned at 39 airports throughout the United States and its territories.

Along with the Federal Air Marshal program, the Canine program was the first to receive supplemental funding after the attack.

### PWC Offers Scholarships

The Professional Women Controllers organization is seeking applicants for its college scholarship program.

PWC members and their immediate family — male or female — may apply for a scholarship to any course of study. Also eligible are women planning a career in air traffic control.

The PWC encourages FAA employees to reach out to women who might be considering a career in air traffic control. Participating 2-year College Training Initiative (CTI) colleges are an ongoing source of new controllers. But women who enter the FAA through the CTI programs must pay for their own education, making these scholarships particularly valuable.

For an application, contact Karen Pontius, PWC program manager for education/career development at [pwc.edu@mail.com](mailto:pwc.edu@mail.com). The deadline is Jan. 31, 2002.



For information on PWC and its mission, check out the Web site at [www.pwcinc.org](http://www.pwcinc.org). CTI schools are listed there as well.

To join the PWC, contact the membership director at [pwcmembership@mail.com](mailto:pwcmembership@mail.com).

### Correction

In the cover story of the October 2001 issue (FAA Mourns Fallen, Prepares for New Era in Commercial Aviation), the location of the Youngstown-Warren Regional Airport Tower was misidentified. It is located in Ohio.



## Health Insurance Costs Headed Upwards

Employees are going to need a big spoon full of sugar to help this medicine go down.

Participants in the Federal Employees Health Benefits Program (FEHBP) can expect to pay an average increase of 13 percent in 2002. This marks the second consecutive year of double-digit cost increases.

The average increase for pay-for-service plans like Blue Cross/Blue Shield will be 13 percent in 2002 compared to 10.9 percent in 2001. HMO costs will rise an average 14 percent in 2002, compared to 8.5 percent in 2001.

FEHBP employees with self-only coverage will pay about \$4.32 more every two weeks, while those with family coverage will pay \$11.57 every pay period.

The Office of Personnel Management cited as factors in the increase the rising costs of prescription drugs and medical services, advances in medical technology and increased health costs associated with an aging population.

Making the increases slightly easier to take are reports that indicate some private companies are facing premium increases of 13-50 percent, which could result in their employees paying a larger share of the costs.

OPM said its primary objectives when negotiating with health servers were delivering health plans that provide the most options while keeping costs reasonable.

OPM Director Kay Coles James said the increases reflect nationwide trends.

"While I am not pleased that FEHBP premiums are going up in January, we can say with certainty that the FEHBP continues to be a strong model. The FEHBP has important features, including choice of health plans and competitive benefit packages, as well as no pre-existing condition limitations

or waiting periods.

Also, in sharp contrast with trends in the private sector, the FEHBP plans continue to cover all eligible retirees and their spouses."

FEHBP covers roughly 9 million employees, retirees and their families. In 2002, there will be about 180 health plan options available to program enrollees, including seven fee-for-service plans and many local HMOs.

There is a significant program change to the Blue Cross/Blue Shield plan, the largest in the FEHBP. Blue Cross/Blue Shield is merging its high option into its standard option and will add a new basic option.

Employees have the chance to change their current health plan during the FEHBP open season, which began Nov. 12 and runs to Dec. 10.

Enrollees can review health plan information at [www.opm.gov/insure/health](http://www.opm.gov/insure/health).



## Internet Phone Directory Now Available

*continued from page 1*

symbol, facility type (i.e., tower, center or flight service station), or phone number.

Organizations may include their in-house contractors in the directory, if they choose. They also can produce customized directories for their organizations, removing the need for independent systems across the FAA.

Each organization has a directory representative responsible for updating its portion of the directory. These representatives are in Washington Headquarters and at each regional headquarters and center. A list of representatives is available under the "Contacts" menu on the Web site.

Employees are encouraged to notify their representatives via e-mail if they find incorrect information. Eventually, the site will provide on-line tools to make it easier for employees to notify their representatives of changes.

Steve Hopkins, manager of the Standards and Information Division, said the cost of developing the on-line directory was small because his office was rebuilding the system that produced the hard copy directories anyway. His office decided to add a browser capability and make it available to all employees when the system was modernized for Web updates. He hopes on-line availability will reduce demand for an annual printed directory.

There also is a plan to make the system available on the Internet and to look at integration with the new NextGen electronic mail system planned for deployment throughout the FAA this year.

The Office of Cost and Performance Management set up the site, found at <http://find.faa.gov>. Employees also can access the site from the FAA Intranet homepage via the "Telephone Directories" link. The Aeronautical Center's Application Systems Division was responsible for the technical development of the system.



## Eternal Vigilance is the Price of Mobility

With those words, Administrator Jane Garvey concluded a major speech on Oct. 18 in which she announced the FAA is ratcheting up security several notches.

In the speech at the National Press Club and press conference that followed, Garvey introduced new security measures that will affect aviation employees, passengers and baggage.

- ♦ In its goal "to create a seamless web of security," Garvey said the agency plans to screen all luggage on all aircraft for explosives.
- ♦ All airport and airline employees with access to airport security areas will undergo criminal history checks.
- ♦ She advocated establishing a central database against which passengers and employees can be checked.
- ♦ Garvey also said that significant progress has been made by airlines to limit access to the cockpit by strengthening cockpit doors.
- ♦ The FAA is sorting through more than 23,000 suggestions and proposals from citizens, companies and academia, many sent to the TELLFAA e-mail address established after the attacks.
- ♦ Garvey also supported the concept of a separate transportation security agency that crosses aviation, railroads and highways.
- ♦ While keeping her eye on increasing security, the administrator reiterated that dealing with capacity constraints is still an important issue, although one that "must be looked at through the prism of Sept. 11."

### Details to Follow

Getting congressional approval and proper funding will be key to achieving the goals that Garvey set.

For instance, Congress has funded the FAA about \$100 million annually over the last few years to deploy more than 140 explosives detection systems at 47 airports. At that pace, it would take a decade for the FAA to buy and deploy enough machines to scan every checked bag. FAA officials believe that Congress soon will provide funds to significantly accelerate deployment of new technology.

The FAA has been running criminal background checks on new screeners and employees with access to secure airport areas. Employees already in place at the 20 largest airports were grandfathered because of prior background checks. Now the FAA will run criminal background checks on all employees – grandfathered and new – at the 20 major airports. It also will seek authority from Congress to run similar checks on employees at all other airports.

More than 1 million employees would be checked.

The agency also is providing funding to airports to purchase fingerprinting machines and other technology to help expedite the background checks.

A Special Federal Aviation Regulation issued by the FAA advances the goal of protecting pilots in the cockpit by temporarily allowing airlines to do major modification of cockpit doors without prior FAA approval, even if the work doesn't meet FAA safety standards (see related story in News in Brief section).

Garvey said that major U.S. airlines have strengthened the doors on most of their aircraft since Sept. 11. JetBlue Airways is installing bulletproof doors on their jets.

Sharing of information between law enforcement agencies could lead to a central database of information on people with criminal histories. The American Association of Airport Executives has agreed to operate a clearinghouse of information that will speed up background checks at the nation's airports.

The agency continues to sort through suggestions, proposals and new technologies. The William J. Hughes Technical Center has been researching technology that can improve metal detectors so they can detect very small quantities of metal like those found in plastic guns. A group of outside experts is working with the FAA to pinpoint the most promising proposals on which to focus.



*First Officer David Wills of JetBlue Airways will now be protected behind a locked, bulletproof cockpit door while piloting.*





## Holiday Tips for Traveling

With stringent new security procedures in place, preparation for flying is more important than ever. The *FAA Intercom* provides the following travel tips for employees and their families who are traveling over the holiday season. The Air Line Pilots Association contributed suggestions to this article.

### Packing for the Trip

◆ If you are traveling with the following items, pack them in your checked baggage: Knives of any length, composition or description; cutting instruments of any kind and composition, including carpet knives and box cutters (and spare blades); any device with a folding or retractable blade; ice picks, straight razors, metal scissors and metal nail files; corkscrews, baseball/softball bats; golf clubs; pool cues; ski poles; and hockey sticks. Attempting to carry these items on board a plane risks confiscation of the items. Leave them at home or pack them only in your checked baggage.

◆ It is also illegal to pack fireworks, flammable materials, household cleaners, pressurized containers or any other dangerous goods in checked or carry-on luggage. If in doubt, check with your air carrier.

◆ Guns must be placed in checked baggage and declared to the airline. Firearms must be unloaded and in a lockable container suitable for air transportation. The FAA recommends that passengers contact their airline to determine

any specific airline requirements.

◆ Items that may be carried onboard include: pets (but check with the airline for procedures); walking canes and umbrellas (they might be inspected to ensure prohibited items are not concealed); nail clippers; safety razors, including disposable razors; syringes with medication and professionally printed label identifying medication or manufacturer's name; tweezers; and eye lash curlers.



◆ Pack unprocessed film in carry-on bags. New explosives detection systems used to screen checked baggage might damage film. X-ray equipment used at security checkpoints to screen carry-on bags will not damage film below 1000ASA.

◆ Carry-on and checked bags are subject to search, so

leave gifts unwrapped. Security personnel may open wrapped packages for inspection.

### Getting Ready to Leave for the Airport

◆ Before leaving home, contact the airline to make sure your flight is on time and find out how much time you'll need for check-in. Holiday crowds, combined with stringent security, will increase the time you need to check in. Add even more time into your schedule if you need help with infants, young children, elderly or disabled passengers, or passengers with medical conditions.

◆ Also check with airlines if you plan to use curbside check-in and check-in kiosks.

Their availability differs among airlines and airports. Off-airport baggage check-in is banned. Passengers may still use off-airport sites to obtain boarding passes and seat assignments.

◆ For real-time information on the operating status of the nation's largest airports, check the FAA's Air Traffic Control System Command Center Web site at [www.fly.faa.gov](http://www.fly.faa.gov).

### Arriving at the Airport

◆ New security measures might affect traffic patterns near the terminal and reduce or eliminate the possibility of parking near the terminal.

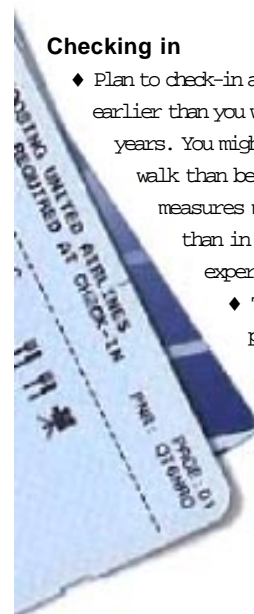
◆ Follow posted parking instructions and directions from police or security personnel. If parking is not allowed, do not leave your car, or it might be towed or damaged and you might be subject to fines or other legal actions.

◆ Consider using public transportation or having someone drop you off, and do not take more luggage than you can comfortably carry or pull by yourself.

### Checking in

◆ Plan to check-in at least a half hour earlier than you would have in prior years. You might have farther to walk than before and security measures might take longer than in your previous experience.

◆ Tickets, boarding passes or other ticket confirmation documentation must be provided at security checkpoints. Passengers may use electronic





## Whistleblower Program Makes Early Progress

tickets but need to check with the airline to determine what "paper document" will be required.

- ◆ Only ticketed passengers will be allowed beyond security checkpoints and must bring a government-issued photo ID. The FAA requires that air carriers request government-issued identification – such as a driver's license or draft card – if the individual appears to be old enough to have an ID. If a government-issued photo ID is not available, two pieces of ID, one of which must be from a governmental authority (i.e. a Social Security card), may be presented.

- ◆ All electronic items, such as laptops and cell phones, are subject to additional screening. Be prepared to remove your laptop from its travel case so it can be x-rayed separately.

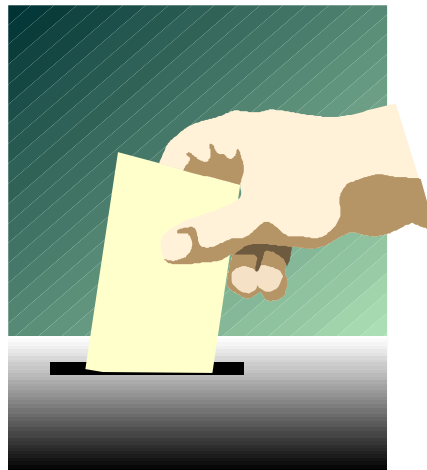
- ◆ Limit metal jewelry, decorative belt buckles and similar objects worn on your person. Travelers should remove all metal objects prior to passing through the metal detectors in order to facilitate the screening process. If you carry lots of change, keys or other small metal items, consider placing them in a transparent plastic baggie to make them easier to screen.

### Boarding the Plane

- ◆ Passengers may carry on board one piece of luggage that fits underneath the seat or in the overhead storage bin, and one personal item, such as a purse, laptop or briefcase.

- ◆ Watch your bags and do not leave them unattended anywhere in the airport. Report unattended packages and bags to authorities.

- ◆ Don't accept packages from strangers and carefully answer questions from airline and security personnel about your checked and carry-on items.
- ◆ Do not joke about having a bomb or weapon in your possession or make



threatening statements. Security personnel are trained to react when they hear what sounds like a threat and will not treat such statements as a joke. Penalties can be severe and might include time in prison and fines.

- ◆ Please cooperate with airline and security personnel at all times.

The FAA has made important strides in protecting air carrier, contractor and subcontractor employees who want to report improper airline practices to the agency, but it needs to find a better way to reach all of the employees the program seeks to protect.

These are the preliminary findings of a report being conducted for Congress by an independent contractor about the FAA's Whistleblower Protection Program, which is part of the AIR-21 law passed last year.

Gene Kirkendall, program manager, is acting now to improve the agency's outreach program. Difficulty in educating air carrier employees about their rights hasn't come from lack of effort, Kirkendall explained. His office, part of Flight Standards, has sent out thousands of posters, pamphlets and wallet-sized cards to air carriers, contractors and unions explaining employees' rights under the law. "It's slowly getting out there," he said. The office also has established a hotline number at 1-800-255-1111 to which employees can report an alleged violation.

The contractor is visiting eight major U.S. airports to interview pilots, flight attendants, security screeners, gate agents, mechanics and other carrier staff to find out if they know about the protection program, if it has benefited them and if they're more willing to report a violation now.

Employees who have heard about the program are enthusiastic, Kirkendall said. "Once they know about it, they're willing to use it. Now they know they're protected." He cited one case in which a contract security employee who reported an alleged security breach was fired for making the report. The Department of Labor ordered the employee reinstated with back pay and awarded him attorney's fees and compensatory damages.

Kirkendall said his office is planning to continue to educate FAA employees about the program. For more information on the Whistleblower Protection Program, visit [www.faa.gov/avr/afs/osh/osh.htm](http://www.faa.gov/avr/afs/osh/osh.htm).



## Recruitment Effort to Increase U.S. Influence at ICAO

The FAA has launched a recruiting effort to fill positions at the International Civil Aviation Organization (ICAO).

The Office of Policy, Planning and International Aviation and the Office of Human Resource Management are working to increase the representation of U.S. citizens in influential positions at ICAO headquarters in Montreal, Canada and throughout its regional offices.



ICAO is a United Nations organization whose role is to increase the safety and security of international civil aviation. Positions there exert enormous influence over standards, practices and procedures covering the technical fields of aviation worldwide.

ICAO uses a formula based on governmental financial contributions to recruit professional staff from 187 member countries. U.S. representation has historically fallen far short of the allocation. Increasing the number of Americans in these critical positions would provide the United States with the opportunity to influence the development and oversight of international aviation policies and programs.

Ray Smith, manager of the Administrative Systems and Overseas Support Staff in API, cited several advantages to employees taking ICAO positions, including six weeks of annual leave, exemption from U.S. and Canadian taxes, and reimbursement of educational expenses for dependent children. Salaries, benefits, and allowances under the United Nations personnel system are similar to

those offered to employees who transfer to FAA overseas positions.

The FAA recently approved a recruitment incentive allowance to ensure that FAA employees who return to the agency are equitably compensated for years of service with ICAO.

An on-line skills bank is being developed through which applicants can submit job profiles based on their experience. Candidates whose expertise

matches the job requirements for an ICAO position will be notified that a vacancy announcement is open and encouraged to submit an application through API-19.

Qualified candidates may contact Ray Smith or Asuncion Hill at (202) 267-9085 to discuss employment issues. For a list of ICAO professional and technical vacancy announcements and more information about the work of ICAO, visit [www.icao.org](http://www.icao.org).

## FAA Mourns Loss of Two Employees *continued from page 1*

Airway Transportation Systems Specialists Joyce "Aver" Tucker, 46, and Ronald Frizzell, 54, died. Also killed was the pilot, Robert Larson, 60, who had flown FAA technicians in the past to various jobs on Fire Island and Lake Clark Pass. All three bodies have been recovered.

FAAers Steven Durand, 47, and William Dick, 34, survived the accident and remain in the hospital in serious condition. They credited their survival to a mandatory safety course – called "Learn to Return" – given to Alaskan Region Airway Facilities technicians traveling to field facilities.

Patrick Poe, Alaskan regional administrator, expressed his sorrow over the tragedy. "On my first day in Alaska, I said, 'If you are an FAA employee in the Alaskan Region, you are part of the family.' That proved to be a fact, which today is demonstrated in our sense of loss."

Dick, Frizzell and Tucker worked out of the Turnagain System Support Center in Anchorage, where they provided support for navigational aids serving Ted Stevens Anchorage International Airport. Durand works out of the Technical Support Unit at the South Alaska Systems Maintenance Office.

Tucker joined the FAA in 1975 as an engineering aid at the Nome Sector Field Office. She was assigned to Turnagain in January 1999. Frizzell was a Vietnam War veteran who joined the agency in 1987. He joined the Turnagain office in August 1997. Both received numerous special service awards.

"Aver spoke her mind," recalled one co-worker. "You always knew where you stood with her. When it came to work, she didn't have a stop button."

Frizzell was remembered as a quiet man. "You had to get to know him to know what a kind, sweet person he was," one FAAer said.



Ronald Frizzell



Joyce "Aver" Tucker





## People

### Busick Named to Security Post

Retired Rear Adm. Paul E. Busick has assumed the responsibilities of the associate administrator for Civil Aviation Security.

Busick is an aviator who has commanded the Coast Guard Air Station in San Francisco, Calif., and the Aviation Training Center in Mobile, Ala. He has served as deputy chief of of law enforcement and defense operations at the U. S. Coast Guard.

Following his promotion to rear admiral, he was appointed director of the Department of Transportation's office of intelligence and security where he served as the secretary's national security advisor with policy responsibility for security measures in all modes of transportation. In 1996, he joined the National Security Council as a special assistant to the president and senior director for Gulf War Illnesses. Busick left active service in June 1998.

In October 1998, North Carolina Gov. James B. Hunt Jr. named Busick president and executive director of the state's Global TransPark Authority, a business center supporting companies involved in national and international commerce. Busick was appointed to a presidential oversight board for certain Department of Defense investigations in April 2000.

Busick replaces Michael Canavan who left the agency in October.

### NTSB Swears in New Chairperson

Marion Clifton Blakey is the new chairperson of the National Transportation Safety Board. Blakey has served in a number of positions in government, most recently as administrator of the Department of Transportation's National Highway Traffic Safety Administration. For the last eight years, she has been the principal of Blakey & Associates, a Washington, D.C. public affairs consulting firm that focuses on transportation issues and traffic safety.



*Family members of deceased Kankakee AFSS employees attend a dedication ceremony for their loved ones*

### Remembering Co-Workers

The Kankakee Automated Flight Service Station in Illinois held a tree dedication ceremony in memory of employees from the facility. Families of Walter Brown, Richard Cline, Eugene Crouse, Raymond Foote, Joseph Leonard and David Phillips attended the dedication, and a reception and facility tour afterwards. Acting Air Traffic Manager Esther Sawyer gave the dedication speech.

Jonathan Anderson, the former National Association of Air Traffic Specialists facility representative, spearheaded the effort. An engraved plaque near the tree reads, "In memory of Our IKK AFSS Co-Workers, August 2001."

Since the ceremony, a yellow ribbon has been tied around the tree for Specialist Raymond Wilson, an Army reservist who has been called to active duty.

### Sabatini to Head Office of Regulation and Certification

Nicholas A. Sabatini has been named associate administrator for Regulation and Certification, replacing Thomas E. McSweeney, who retired last month.

Sabatini, 65, will be responsible for the certification and regulation of pilots, mechanics and others in safety-related positions; certification of businesses involved in operating and maintaining aircraft; development of regulations; overseeing civil flight operations; and the certification and safety oversight of some 7,300 U.S. commercial airlines and air operators. He will oversee a work force of approximately 4,300 employees and a budget of more than \$700 million.

Sabatini had been director of the Flight Standards Service. From 1990 until May 2001, he managed the Flight Standards Division for the FAA's Eastern Region.



*Nick Sabatini*



## Riding the Wings of SkyAngel

Imagine slipping into the sky, life's daily pressures anchored to earth. The world comes into full view, a 360-degree panoramic view. You drift with the wind, calm and warm across a blue sky.

That's the world Keith Reeves experiences when he takes off in his hot air balloon. Reeves, an Air Traffic support specialist at the Albuquerque Tower, discussed his favorite pastime after joining more than 750 participants in the Albuquerque Balloon Fiesta, which took place Oct. 6-14.

Reeves' wife got him interested in ballooning in 1987. She was a member of a crew that prepared balloons for flight. Reeves helped out on weekends, and by 1990, he had accumulated 10 hours of flight time, passed a written test and performed successful check tests to earn his license.

He now flies about twice a month in his own hot air balloon, "SkyAngel." At 90,000 cubic feet, it's average-sized. Balloons generally range in size from 30,000 to more than 200,000 cubic feet. Reeves' balloon operates on hot air fueled by propane gas. Reeves controls ascent and descent by either cooling the air in the balloon or venting it out, as compared to



*Reeves takes off from the Valley of the Gods, Utah, in his "SkyAngel" balloon.*

gas-operated balloons, which are controlled by adding or subtracting weight.

Every takeoff is a little different, Reeves explained. "Some are so smooth and slow you don't realize you have left the ground." Others require the balloon to be "walked" by the crew a short distance until the balloon is moving with the wind to prevent a "false lift" from bringing the balloon back down.

Once aloft, there is no conventional steering mechanism. "The only way we control direction is by changing altitude," Reeves explained. Prior to liftoff, balloonists release a helium balloon called a piball. By following the piball's progress, they can tell the wind's direction at different altitudes.

Not that the winds don't change.

Reeves recalled one occasion when he flew out of St. Louis, Mo. The prevailing winds changed and he found himself in a precarious position, drifting back toward the Mississippi River as dusk approached and fuel was running out. He ended up holding

the balloon in the tops of a tree until his crew arrived and pulled him to a landing site.

A normal fun flight involves flying between 500 to 1,000 feet above the ground. When the path is clear of obstructions, the balloonist drops down and skims just above trees and bushes. Called ground tracking, this skill requires a lot of practice to keep the basket from touching an object while gliding.

For such large structures, balloons are relatively easy to prepare for flight. SkyAngel takes between 15-20 minutes to inflate and the same time to deflate. An average-sized balloon costs about \$25,000. Yearly upkeep, including insurance and inspections, runs about \$1,000.

Reeves chose a wings pattern for his balloon, then custom-ordered the black, teal and hot pink color scheme. Black was selected to add distinction. Teal was the closest color he could get to turquoise, which the Navajo Indians believe wards off evil spirits. Hot pink was chosen "because she's a girl," Reeves explained.

What might seem an introverted pastime becomes a festive party every October when the Albuquerque Balloon Fiesta kicks off. While Reeves' air traffic control buddies at the Albuquerque Tower monitor the balloons as they fly through exempted Class C airspace, Reeves soars with his friends. In the crowded skies, two balloons might touch. When it's fabric to fabric, balloon enthusiasts call it "kissing."

Balloon pilots will try very hard never to let their baskets touch the fabric of another balloon because it could snag and tear.

Whether kissing other balloons or kissing the sky, it all adds up to one big love affair with ballooning.



*Reeves, with his daughter, Kim (left), and wife, Tina, inflate their first balloon*



## Recognition

*The Hangar 6 staff gathers in front of an FAA jet to accept its award.*



The FAA Explosives Detection Canine Team Program presented an award to **Hangar 6** at National Airport for the support the FAA's flight program has provided the canine team. Since 1996, flight crews at Hangar 6 have flown more than 10,000 pounds of explosives nearly 300,000 miles to airports around the country for use in explosives detection trials. Due to federal laws regulating the transportation of explosives, it would be nearly impossible to deliver these explosives and keep them uncontaminated without the hangar's support. (A related story on the Canine Team is in the News in Brief section).

The Office of Personnel Management has given an award to **Northwest Mountain Region** recognizing its outstanding alternative dispute resolution program. The region's ADR program was recognized for its proactive approach to conflict resolution, the quality and diversity of its products, and the wide usage of the products within FAA and other federal agencies.

The Alaskan Region's FAA Civil Air Club handed out \$3,000 in scholarships to FAA employees or their family members. The club provided \$500 scholarships to FAAers **Rolan Baguyos**, **Mary Gilbert** and **Theresia Saenz**. It also gave awards to **Stephanie Morgan**, daughter of Training Program Specialist Alice Morgan; **Reginald Norsworthy**, son of Program Analyst Patricia Norsworthy; and **Kevin Davis**, son of System Support Center Coordinator Alan Davis.



*(From left) Mary Lou Darden, Civil Air Club president, presents scholarships to Gilbert, Norsworthy and Saenz. Joining them is Pat Poe, Alaskan Region administrator.*

## TSP Open Season Starts

Employees will be able to start or change their contributions to the Thrift Savings Plan during the open season that begins Nov. 15 and ends Jan. 31.

In 2002, employees covered by the Federal Employees Retirement System will be able to contribute up to 12 percent of basic pay; those under the Civil Service Retirement System may contribute up to 7 percent of their basic pay. Contributions are limited to amounts imposed by the Internal Revenue Service.

Employees may make changes to their contributions or begin participation in the TSP by submitting Form TSP-1 to their Human Resource Management Division (HRMD). They also may use Employee Express around the clock via the Internet at [www.employeeexpress.gov](http://www.employeeexpress.gov) or via touch-tone phone at (478) 757-3084. TDD lines are available for the hearing impaired at (478) 757-3117.

Employees planning to retire, leaving for the private sector or transferring to another agency should contact their servicing HRMD to make TSP open season changes rather than using Employee Express.

To allocate future contributions or transfer money among the five funds, access the TSP Web site at [www.tsp.gov](http://www.tsp.gov); call the TSP ThriftLine at (504) 255-8777; or submit Form TSP-50, Investment Allocation.

Employees who are enrolling in the TSP should not submit Form TSP-50 until they have received a letter that confirms their new account has been established. Until the allocation is made, all contributions will be placed in the G Fund.

To learn more about the investment funds, visit the TSP Web site at the address above.

For more information, employees should contact their servicing HRMD.





## Mike Monroney Center Swamped with Air Marshal Applications

It's been a veritable feeding frenzy. The agency received tens of thousands of calls from people wanting to know about applying for a position with the Federal Air Marshal program. As soon as one caller hung up, two more were on the line. On the day the agency was ready to post information on the Web site, a virus hit computers and delayed the posting.

More than 4.8 million hits have been recorded on the FAA jobs Web site since air marshal information first appeared there. When Secretary of Transportation Norman Mineta announced shortly after the terrorist attack that the Federal Air Marshal program would be expanded, FAA offices across the country were inundated with calls from people interested in joining.

Not since the FAA had to hire new controllers to replace those who were fired during the PATCO strike of 1981 has the agency had to handle such a response from the public.

At the center of the maelstrom — or is it mail storm? — is the Office of Human Resource Management at the Mike Monroney Aeronautical Center. Employees there have the unenviable assignment of

processing the thousands of applications arriving by mail.

By the end of October, the office had received more than 67,000 applications. That's a lot of mail hauling, opening, sorting and filing, but the employees can't rest yet because about 260,000 applications have been downloaded from the FAA Web site and another 13,700 mailed to prospective candidates.

"You think surely every person who's qualified has already sent an application," said Dot Tharnish, program director in Human Resource Management. "But they keep coming in."

It's not glamorous work, but it is the first step in the FAA's effort to strengthen security in the skies. Once the mail has been opened, date stamped and sorted by social security numbers, the applications are fed through a scanner that automatically grades each application.

About 6,000 applications have been processed. The process is hampered by the scanners, which read the applications slowly. More machines are on order to speed up scanning. The anthrax scare has not resulted in major delays because the

mail is screened before it is delivered.

Employees have been briefed on how to spot suspicious mail and are given masks and gloves to wear.

Applications for potential hires are passed on to an assessment center, from where notices are sent and interviews arranged. The candidates are informed of the grade level for which they're eligible. Applicants who are not accepted are sent a notice automatically.

At the height of the influx, when 120 tubs (with about 150 pieces of mail in each) were arriving daily, Human Resource Management had 15-20 people working to process the mail while another 15-20 staffed the telephones to answer inquiries. "We were excited when we heard we were only getting 32 tubs of mail one day," recalled Melody Cardone, a personnel staff assistant who's processing mail. Unfortunately, three times as much arrived the next day.

Cardone said the processors try to keep things as lively as possible. Sometimes the sheer volume weighs on them, she admits. "Then something silly happens and we get brought back out of the rut."

One applicant helped in the silliness by sending a flip-flop along with her application. An attached note said the applicant wanted to make sure she got her foot in the door.

The Human Resources staff has started a scrapbook of odd things applicants have sent in. Someone sent in a videotape of himself going through a marshal arts routine. In another letter was the picture of a stove. "We're not sure what happened there," Cardone chuckled.

Still, there doesn't seem to be an end in sight. "I feel we've accomplished a lot," said Cardone. "We're just in it until it gets done."

*These mail processors at the Aeronautical Center aren't praying for deliverance from the postman. They're exercising their hands to prevent repetitive motion problems.*





## Helping Children Deal with Tragedy

The FAA's Employee Assistance Program (EAP) provides the following guidance for parents whose children are having a hard time coping with the recent terror attack on the United States, or dealing with other traumatic experiences.

Parents can help their children cope by understanding what causes their anxieties and fears. By reassuring them with firmness and love, children will realize that life will eventually return to normal.

### Children and Their Response to Disaster

*Children depend on daily routines. They wake up, eat breakfast, go to school, play with friends. When emergencies or disasters interrupt this routine, children might become anxious. They'll look to adults for help. How adults react to tragic events gives them clues on how to act. If adults react with alarm, a child might become more scared. Feelings of fear are healthy and natural for adults and children. But adults need to keep control of the situation. They should concentrate on their child's emotional needs by asking the child what's uppermost in his or her mind.*

Be aware that following a tragic incident, children are most afraid that the event will happen again; someone will be injured or killed; they will be separated from their family; or will be left alone.

### Helping Children Recover from a Disaster

*Keep the family together.* Keep the family together as much as possible and make children a part of what adults are doing to get the family back on its feet.

*Calmly and firmly explain the situation.* As best as possible, tell children what is known about the disaster and what's being done in the aftermath.

*Encourage children to talk.* Let children talk about the tragedy and ask questions as much as they want. Encourage children to describe what they're feeling. If possible, include the entire family in the discussion.

### Contact the EAP

For more help, contact the EAP at 1-800-234-1EAP (1327) or TTY 1-800-456-4006. EAP counselors are available around the clock to provide confidential assistance at no cost to FAA employees. Information, self-help tools and resources are also available online at [www.MagellanAssist.com](http://www.MagellanAssist.com).

Employees also may contact EAP counselors in their region or center (see list below).

|                  |                     |                |
|------------------|---------------------|----------------|
| A M C            | William Clear       | (405) 954-7956 |
| A A L            | Rosanna Shaw        | (907) 271-4986 |
| A C E            | Carmen Moore        | (816) 329-2674 |
| A E A            | Bill Tolan          | (718) 553-4149 |
| A G L            | Nora Jacome         | (847) 294-7416 |
| A N E            | Charlie Pagnini     | (781) 238-7284 |
| A N M            | Ann Puroell         | (425) 227-2023 |
| A S O            | Estrella Gonzales   | (404) 305-5308 |
| A S W            | Jenny Francia       | (817) 222-5817 |
| A C T            | Leona Wilkes        | (609) 485-8897 |
| A W P            | Cindy Lopez-Hickson | (310) 725-7829 |
| National and HQ: |                     |                |
|                  | Frank Pirhalla      | (202) 267-9651 |

## Travel Voucher Process Changes in ANI

There is a new way for employees in the National Airspace System Implementation Program (ANI) to submit travel orders and vouchers. All ANI travel orders and vouchers must be submitted through ANI supervisory/managerial channels to the following address:

Mike Monroney Aeronautical Center  
Travel and Transportation Branch (AMZ-130)  
Attention: Lou Ann Schneider  
P.O. Box 25082  
Oklahoma City, OK 73125

Employees may access the Web site at [www.mmac.jocbi.gov/anitravel](http://www.mmac.jocbi.gov/anitravel) for information about travel entitlements, procedures and contact points for assistance with the travel process. Information concerning temporary and long-term duty housing also is available from AMZ-130.

Call (405) 954-1035 for inquiries about ANI accounting transactions. Employees also may contact Lou Ann Schneider at (405) 954-5371.

## Kick the Habit!

Nov. 15 marks the 25th "Great American Smoke Out."

This is the day set aside by the American Cancer Society to encourage smokers to quit the habit for at least one day in the hopes they will quit forever. As the society reminds, it's never too late to quit smoking. When smokers quit, the benefits accrue over time.

◆ Twenty minutes after smoking, blood pressure drops to a level close to that below the last cigarette. The temperature of hands and feet increases to normal.

◆ Eight hours after quitting, carbon monoxide levels in the blood drop to normal.

◆ One day after quitting, the chance of heart attack begins to decrease.

◆ After two weeks to three months, circulation improves and lung function is enhanced by as much as 30 percent.

◆ Within a year, excess risk of coronary artery disease is half that of a smoker's.

◆ Fifteen years after quitting the habit, the risk of coronary artery disease is that of a non-smoker's.





## \$1.7 Million in Safety, Security Enhancements Planned for HQ

The FAA is undertaking a series of steps to significantly enhance safety and security inside and around the Headquarters building.

Responding to heightened security needs in the wake of the Sept. 11 terrorist attack – and reacting to problems associated with a power shutdown on Oct. 2 – the Office of Acquisitions has developed a \$1.7 million plan that provides short- and long-term solutions.

Bill Sayre, Headquarters facility manager, said there is “a world of difference” in security and safety conditions before Sept. 11 and Oct. 16 when he discussed security enhancements with *FAA Intercom*. He promised more improvements in the future.

The Office of Acquisitions also plans to hold a series of town hall meetings in the auditorium to provide safety tips to FAA employees.

### Exterior Enhancements

- ◆ The jersey barriers that have been erected around Headquarters provide short-term security until permanent bollards are installed. Bollards are steel columns that are embedded three feet into the ground and rise about 30 inches above it. A single bollard is designed to stop a 4,000-pound vehicle moving at 30 mph. They will be installed to allow ample room in which persons in wheelchairs can pass.
- ◆ Construction associated with the bollards already has begun on the C Street side of Headquarters. Completion of the work is expected this month. Bollards also will be implanted at garage exits and entrances and loading docks, as well as on the Independence Avenue side of Headquarters by next April. Retractable bollards will be installed where necessary. Jersey walls will be removed once the bollards are in place.



*The FAA is considering installing gates at Headquarters similar to the one above. The dent in the arm indicates the spot where a vehicle rammed it. The arm is designed to stop a 4,000-pound vehicle driving at 30 mph. In the left foreground and background are bollards similar to ones being installed around the building.*

- ◆ Two large planters that will serve as decoration and protection will divide the long rows of steps at the Independence Avenue entrance. Bollards will be installed between the planters and a ramp for disabled persons will be added. Completion date is expected for next April.
- ◆ Guard booths will be based at each corner of the Headquarters property to monitor traffic into and out of the building. Temporary booths should be up this month, with permanent booths built later.
- ◆ Additional security personnel have been added to the roving guards seen around the building.
- ◆ Also being considered is installation of entrance control arms for the loading docks on 7th and 9th Street. The arms are designed to withstand the same impact as a bollard.

### Interior Enhancements

- ◆ A new public address system is being designed to alert all employees with voice messages in case of an emergency. The system will be heard throughout the building. The public address system also can accommodate hearing- and sight-impaired employees. A contract for the system was issued at the end of last month, with installation due to be completed before late December.
- ◆ If an emergency is contained to only certain parts or floors of the building, the system is designed to issue emergency notices to those areas to keep stairwells from being unnecessarily crowded with employees evacuating from non-threatened areas.
- ◆ People with hearing disabilities are equipped with pagers to notify them of emergencies, or have developed “buddy” systems in which coworkers notify them of emergencies.

*continued on next page*



## Back to Headquarters

◆ Two "safe rooms" have been established on floors three through 10 where physically challenged persons who cannot use the stairs or special evacuation chairs may stay during emergencies. Each safe room is equipped with a special door that is designed to withstand fire for up to 90 minutes. For more information about the safe rooms, contact Bill Sayre at x77307.

◆ Special accommodations have been made for the evacuation of children and infants in the Headquarters Day Care Center. Parents should contact Ann Benfield at x77672 for more information.

◆ Emergency lighting in restrooms already has been enhanced and there is a plan to improve it in elevators as well.

◆ A second backup generator dedicated to life safety uses will be deployed by late December.

◆ All Headquarters elevators automatically return to the first floor if the emergency system is activated. The new emergency generator will permit firemen or FAA elevator mechanics to return elevators to the first floor even if the building loses PEPCO power.

◆ The generator switch that failed on Oct. 2 is scheduled to be replaced so that if the building loses PEPCO power the generator will come on in one minute and restore power to the stairwell lights and other critical areas to which it is connected.

◆ Battery-powered lighting will be installed in the stairwells by late December. Also, glow strips will illuminate stair treads, handrails, floor signs and directional signs in case lighting fails completely.

### TWO Mentor Program Seeks Participants

The Headquarters Chapter of the Technical Women's Organization (TWO) is accepting applications for men and women interested in participating in the 2002 TWO Mentor Program.

The program offers a structured process to assist employees seeking personal and professional growth and development. It guides employees on their career journey, increases their knowledge of the FAA, promotes the philosophy that career development is both upward and horizontal, and provides a vehicle for professional growth and networking.

The program runs from January through June 2002, with two scheduled meetings per month for those being mentored. Those who would like to volunteer as mentors receive training at the start of the program and set their own schedule for meetings.

More information and the application form can be found on the TWO Web site at <http://two.faa.gov>.

Applications are due to Sarah Pekich, x78399, in Room 722 by Nov. 15. Please send a signed copy and electronic copy.

### 'Father of the Internet' to Speak

The Office of Information Services continues its Distinguished Lecturer Series on Dec. 5 with a speech by Vinton Cerf.

Cerf, senior vice president of Internet architecture and technology for WorldCom, is widely known as the "Father of the Internet" for the role he played in leading the Internet's development while working for the Department of Defense. *People* magazine named Cerf one of the year's "most

intriguing people" in 1994.

The topic of Cerf's presentation is "Internet in the Air," in which he'll discuss Internet trends and the impact of telecommunications on security and safety. He will speak in the auditorium at 9 a.m.

### Job Center Closes Indefinitely

The FAA Job Information Center in Room 109 will be closed until further notice. The room is being used by the Federal Air Marshal program.

Job applications can be placed in the container located outside of Room 109. Forms are available in the same area. Computer support and Internet services will no longer be available.

Those interested in applying for FAA jobs should visit the Careers Opportunity Web site at <http://jobs.faa.gov>. All open vacancy announcements are listed there.

For more information, contact Rebecca Windear at x78012.

### Dealing with Stress

The Employee Assistance Program has organized several events in response to the aftermath of the Sept. 11 terrorist attacks. Both presentations will be held in Rooms 328-329. They include:

Nov. 14: Strategies for Coping with Stress, 10 -11:30 a.m.

Dec. 5: From Cope to Hope, Rebuilding From Fear, 11 a.m. - 12:30 p.m.

Participants are welcomed on a first-come, first-served basis. Extra handouts from these sessions will be available in the waiting area. For more information, contact Gerrie M. Rodriguez, at x73945.



## FAAers Assist in Relief Efforts



*Hundreds of Western-Pacific employees signed this banner to show support for their co-workers in the Eastern Region.*

The **Western-Pacific Region** sent a banner with the American flag as a backdrop and adorned with written sentiments from its employees to the **Eastern Region**. As Bill Withycombe, Western-Pacific regional administrator, explained, "The intent is to share our thoughts with the Eastern Region employees concerning our sadness and sorrow with the loss of so many lives in the tragedy of September 11th.

"We felt we should do something in addition to giving blood and donations to charity. Our hope is that the banner will achieve its purpose by raising your employees' spirits and morale as preparing it has raised ours."

Arlene Feldman, Eastern regional administrator, expressed her gratitude and thanks and said she hopes to coordinate a teleconference to personally thank employees in Western-Pacific.

"We are proud, as New Yorkers, to share with you in applauding the courage, the determination and the spirit of patriotism that pervades our community. We know that you, too, have endured many hardships. The time you took to think of us, makes this gesture even more important," Feldman said.

The **Mike Monroney Aeronautical Center** set a facility record for blood donations on Sept. 13-14. It collected 399 pints of blood. Employees there also have raised more than \$5,500 for two special disaster relief fundraisers through the CFC.

Employees at the **Milwaukee Air Traffic Control Tower** so far have collected \$850 for the Salvation Army with all funds designated for disaster relief in New York and Washington. The facility also is donating

to the Susan A. McKay Memorial Fund. She was the wife of a controller who died onboard one of the hijacked planes.

The *FAA Intercom* wants to hear from other offices that raised money or in other ways worked to help the families of victims of the Sept. 11 terrorist attack. CC-Mail your information to Jim Tise or fax it to (202) 267-5965. Don't forget to include your telephone number in case more information is needed.

## FAA Intercom

**Diane Spitaliere**  
Manager, Media and  
Internal Communications Division

**Jim Tise**  
Editor  
Tel.: (202) 267-3443  
Fax: (202) 267-5965

**Barbara Downs**  
Editorial Assistant

Published monthly by  
The Federal Aviation Administration  
Office of Public Affairs  
Media and Internal Communications  
Division, APA-300  
800 Independence Avenue, SW  
Washington, D.C. 20591

The *FAA Intercom* is available on-line at  
[www.faa.gov/apa/intercomindex.htm](http://www.faa.gov/apa/intercomindex.htm).  
For circulation/distribution questions,  
call (202) 267-8735